

# Support Specialist

**Reports to:** Director of Client Services

## JOB DESCRIPTION

### Summary/Objective

The Support Specialist will provide support functions to Client Services for the purposes of customer onboarding, data integration, customer training, account management, customer service and product add-ons to existing accounts.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Utilize Customer Relations Management (CRM) tool to opportunities, sales, onboarding, integration, project progress/control and contacts to ensure an accurate data base and timely reporting to management.
2. Coordinate Client Services meetings at the direction of organizational leadership
3. Prepare materials for Client Services presentations, trainings and online presence
4. Assist with Helpdesk ticket entry into CRM
5. Manage communications to MyHealth customers at the direction of leadership
6. Assist with customer invoicing, as directed
7. Assist with special projects that drive design innovation and in creating/development of products that help customers improve patient care or identify new markets.
8. Participate in activities needed to support the management functions of the team.

### Competencies

1. Strong Emotional Intelligence
2. Collaboration/Teamwork Skills
3. Organizational Skills
4. Communication Proficiency
5. Problem solving skills
6. Time management
7. Effective written and spoken communications

### Supervisory Responsibility

This position has no supervisory responsibilities.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, paper binders and paper cutters.

**Software**

MS Office, customer relations management (CRM), layout, Powerpoint

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is required to lift a maximum of 30 pounds.

**Position Type/Expected Hours of Work**

Office hours are from 8:30am to 5:00pm. This position requires consistent office hours to support Client Services. Some flexibility in hours is allowed, but the employee must be available during the "core" work hours of 9:00 a.m. to 3:30 p.m. and must work 40 hours each week to maintain full-time status.

**Travel**

Local travel varies depending on special project work.

**Required Education and Experience**

High-School diploma required.

1. Experience organizing and facilitating meetings
2. Experience data base input
3. Experience managing milestones, sub tasks, and supporting documentation
4. Experience with sales documents, training documents and report requirements.

**Preferred Experience/Certification**

1. Accounting support experience
2. Office support experience.

**Additional Eligibility Qualifications**

None required for this position.

**AAP/EEO Statement**

MyHealth expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

**Other Duties**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice